

## CLAIM AMENDMENTS

### IN THE CLAIMS

This listing of the claims will replace all prior versions, and listing, of claims in the application or previous response to office action:

1. **(Currently Amended)** A method for providing automated directory assistance, comprising:
  - initiating a multi-stage directory assistance dialog with a user;
  - prompting the user for a directory assistance utterance in accordance with a current stage of the multi-stage dialog;
  - recording a user utterance in response to the prompt;
  - gathering one or more directory assistance search parameters from the user utterance;
  - determining whether a user directory assistance query may be completed based on gathered directory assistance search parameters;
  - repeating the prompting operation until either the user directory assistance query may be completed or a determination that a user utterance satisfies an error condition;
  - displaying gathered directory assistance search parameters on an operator terminal and forwarding one or more recorded user utterances to an operator for playback in response to a failure to obtain the directory assistance search parameters needed to complete the user directory assistance query;
  - determining whether a particular user utterance received prior to a user utterance satisfying an error condition is a generic utterance or a non-generic utterance; **and**
    - if the particular user utterance is a non-generic utterance, playing the particular user utterance for the operator; **and**
      - if the particular user utterance is a generic utterance, not playing the particular user utterance for the operator.**

2. (Previously Presented) The method of Claim 1, further comprising playing for the operator the user utterance satisfying the error condition.
3. (Original) The method of Claim 1, further comprising determining when a user utterance satisfies an error condition based on whether the user utterance is discernable utilizing speech recognition.
4. (Original) The method of Claim 1, further comprising classifying received user utterances according to a confidence level including high confidence and one or more lesser confidences.
5. (Original) The method of Claim 4, further comprising populating the operator terminal with the directory assistance parameters gathered from the user utterances and classified with a high confidence level.
6. (Original) The method of Claim 1, further comprising highlighting one or more fields of the operator terminal populated with information provided by the caller in the utterances.
7. (Original) The method of Claim 1, further comprising combining two user utterances into one utterance for playback to the operator.

8. (Currently Amended) Software for providing directory assistance, the software embodied in computer readable media and when executed operable to:

extract for use in a computer-assisted database search one or more directory assistance search parameters from a plurality of user utterances;

forward for review by an operator the extracted directory assistance search parameters and one or more recorded user utterances in response to a failure to resolve a user directory assistance query;

determine whether a particular user utterance is a generic utterance or a non-generic utterance; **and**

if the particular user utterance is a non-generic utterance, play the particular user utterance for the operator; **and**

**if the particular user utterance is a generic utterance, not play the particular user utterance for the operator.**

9. (Previously Presented) The software of Claim 8, further operable to:

determine when one of the user utterances initiates an error condition; and transfer the caller to the operator upon occurrence of the error condition.

10. (Previously Presented) The software of Claim 9, further operable to play for the operator the user utterance initiating the error condition.

11. (Original) The software of Claim 8, further operable to populate an operator computer screen with information extracted from one or more user utterances and classified with a high confidence level.

12. (Original) The software of Claim 11, further operable to highlight one or more fields in the operator computer screen requiring additional information from the user.

13. (Original) The software of Claim 8, further operable to ascertain whether results from a completed directory assistance query would be more efficiently communicated to the user via the operator or via an automated service.

14. (Previously Presented) The software of Claim 8, further operable to redirect the user to the operator for communication of the directory assistance query results when the results exceed a predefined query results maximum.

15. **(Currently Amended)** An automated directory assistance system, comprising:

an input/output port operable to communicate with a communication network;

a processor operably coupled to the input/output port;

a memory operably coupled to the processor; and

a program of instructions storable in the memory and executable by the processor, the program of instructions operable to:

populate a computer terminal with directory assistance search parameters extracted from one or more user utterances;

in response to detection of an error condition preventing completion of a user directory assistance query, determine whether a particular user utterance received prior to the occurrence of the error condition is a generic utterance or a non-generic utterance; **and**

if the particular user utterance is a non-generic utterance, forward the particular user utterance for playback to an operator; **and**

**if the particular user utterance is a generic utterance, not forward the particular user utterance for playback to the operator.**

16. (Previously Presented) The system of Claim 15, further comprising the program of instructions operable to determine when a user utterance satisfies an error condition, transfer the user to the operator upon occurrence of the error condition, and play to the operator the error utterance and a preceding utterance.

17. (Original) The system of Claim 15, further comprising the program of instructions operable to populate the computer terminal with information extracted from the one or more user utterances and classified with a high confidence level.

18. (Previously Presented) The system of Claim 15, further comprising the program of instructions operable to redirect the user to the operator when a completed directory assistance query yields a number of results in excess of a predetermined maximum.

19. (Previously Presented) The system of Claim 15, further comprising the program of instructions operable to redirect the user to the operator when a completed directory assistance query yields no results.

20. (Original) The system of Claim 15, further comprising the program of instructions operable to conduct a disambiguation dialog with the user when a completed directory assistance query yields a plurality of similar results.

21. (New) A method for providing automated directory assistance, comprising:  
obtaining one or more directory assistance search parameters from a plurality of user utterances;

forwarding for review by an operator the extracted directory assistance search parameters and one or more recorded user utterances in response to a failure to resolve a user directory assistance query;

determining whether a particular user utterance is a generic utterance or a non-generic utterance;

if the particular user utterance is a non-generic utterance, playing the particular user utterance for the operator; and

if the particular user utterance is a generic utterance, not playing the particular user utterance for the operator.

22. **(New)** The method of Claim 22, wherein:

a generic utterance is an utterance generally having a low level of meaning outside of the context of the prompt to which the generic utterance was made in response; and

a non-generic utterance is an utterance generally having a greater level of meaning, as compared to a generic utterance, outside of the context of the prompt to which the non-generic utterance was made in response.

23. **(New)** The method of Claim 1, wherein:

a generic utterance is an utterance generally having a low level of meaning outside of the context of the prompt to which the generic utterance was made in response; and

a non-generic utterance is an utterance generally having a greater level of meaning, as compared to a generic utterance, outside of the context of the prompt to which the non-generic utterance was made in response.

24. **(New)** The software of Claim 8, wherein:

a generic utterance is an utterance generally having a low level of meaning outside of the context of the prompt to which the generic utterance was made in response; and

a non-generic utterance is an utterance generally having a greater level of meaning, as compared to a generic utterance, outside of the context of the prompt to which the non-generic utterance was made in response.

25. **(New)** The system of Claim 15, wherein:

a generic utterance is an utterance generally having a low level of meaning outside of the context of the prompt to which the generic utterance was made in response; and

a non-generic utterance is an utterance generally having a greater level of meaning, as compared to a generic utterance, outside of the context of the prompt to which the non-generic utterance was made in response.